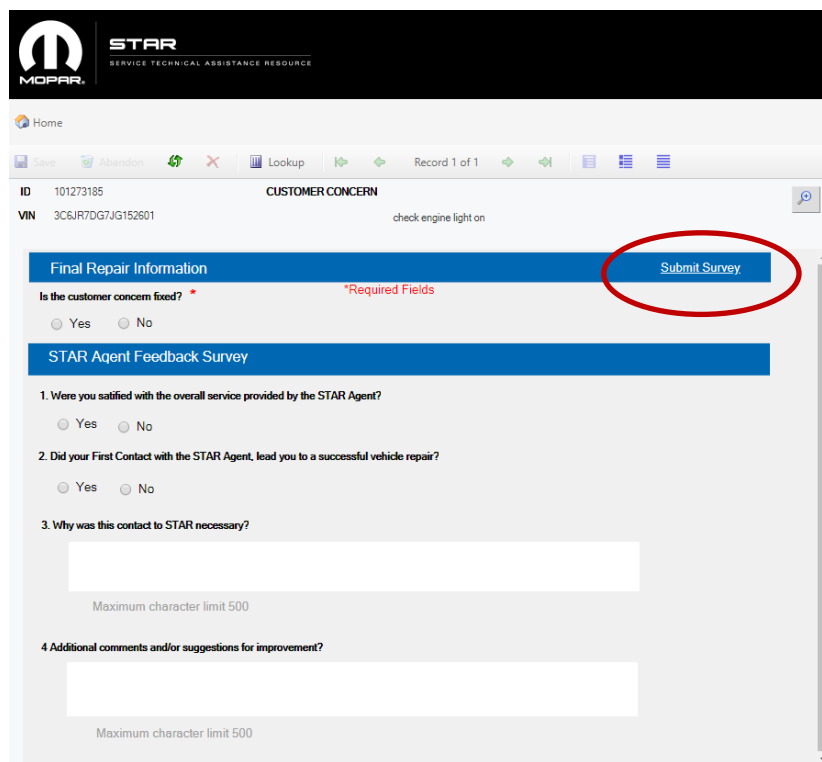


Closing a Case

- Upon selecting a case from his/her dashboard in Cherwell, the user will be directed to a Case Summary Page.
- Cases can be updated by clicking 'Edit' button on the Case Summary page.
- Once in "Edit" mode for a case, the options 'Request Case Closure' and 'Print Case' become available from this interface.



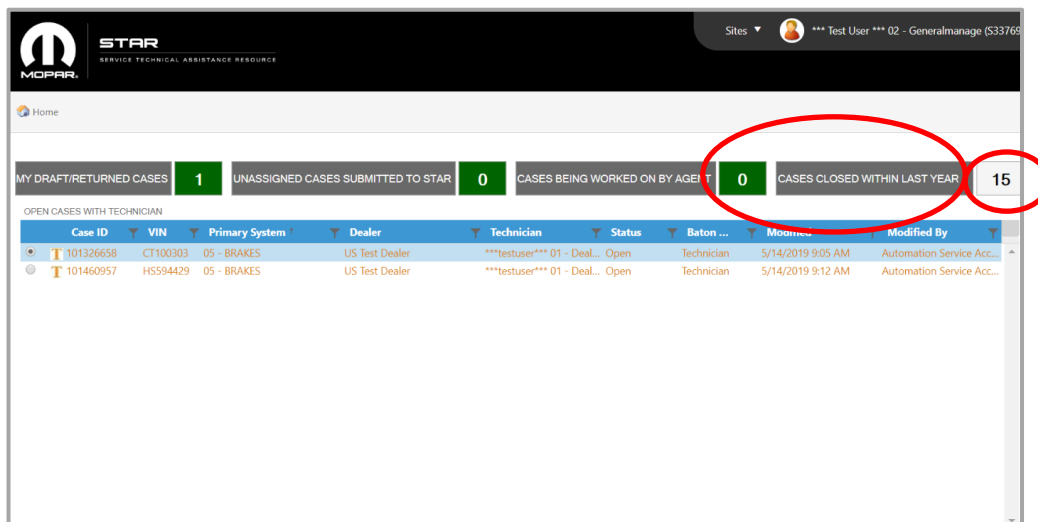
- Selecting "Request Case Closure" button notifies the STAR Agent that the vehicle concern has been resolved and the case can be closed.
 - **Important:** Prior to selecting "Request Case Closure," Technician must enter/add vehicle resolution in **Conversation Notes**.
- Updates to the 'Conversation' box can be viewed in the central part of the case summary. At this point, the case will have already entered the STAR queue and will be picked up by a STAR Agent to close.
- After a Dealer Technician requests a case closure, s/he is automatically taken to a survey that requires completion. If a STAR Agent closes a case on his/her end, a survey will appear in the Technician Dashboard and will require completion.
- Once a survey is completed, a user must click **Submit Survey** link in upper-right of the survey.
 - Simply saving the case will not submit the survey (this action will only save any recent changes) and the survey will remain in "Open" status until properly submitted via this link.

A screenshot of the STAR Agent Feedback Survey form. The form is titled 'STAR Agent Feedback Survey' and contains several questions. The 'Submit Survey' button is circled in red. The form includes a 'Final Repair Information' section with a 'Submit Survey' button. Below this is a 'STAR Agent Feedback Survey' section with four questions. The first question is 'Were you satisfied with the overall service provided by the STAR Agent?' with 'Yes' and 'No' radio buttons. The second question is 'Did your First Contact with the STAR Agent, lead you to a successful vehicle repair?' with 'Yes' and 'No' radio buttons. The third question is 'Why was this contact to STAR necessary?' with a text input field and a 'Maximum character limit 500' note. The fourth question is 'Additional comments and/or suggestions for improvement?' with a text input field and a 'Maximum character limit 500' note. The form also includes a 'Home' link, a 'Save' button, an 'Abandon' button, a 'Lookup' button, and a 'Record 1 of 1' indicator. The top of the form features the MOPAR and STAR logos, with the text 'SERVICE TECHNICAL ASSISTANCE RESOURCE'.

- Open surveys remain in a Technician's **Open Surveys** queue until completed and submitted.
- After a technician has completed a survey related to a technical assistance experience, the survey will appear in the **Completed Surveys** queue in his/her dashboard.

OPEN SURVEYS				COMPLETED SURVEYS			
Case No	VIN	Customer Conce...	Survey Status	Case No	VIN	Customer Conce...	Survey Status
Open surveys appear here and serve as reminders to complete and submit.				Completed surveys that have successfully been submitted appear here.			

- Cases closed within the last year can be reviewed by accessing the **Closed Within Last Year** queue from a Technician's dashboard.
 - Click the number showing the amount of cases in the queue (to the right of the queue).
 - From list of case options, click on desired case number to view case details.



MY DRAFT/RETURNED CASES	1	UNASSIGNED CASES SUBMITTED TO STAR	0	CASES BEING WORKED ON BY AGE	0	CASES CLOSED WITHIN LAST YEAR	15
-------------------------	---	------------------------------------	---	------------------------------	---	-------------------------------	----

Case ID	VIN	Primary System	Dealer	Technician	Status	Baton ...	Modified By
101326658	CT100303	05 - BRAKES	US Test Dealer	***testuser*** 01 - Deal...	Open	Technician	5/14/2019 9:05 AM
101460957	H5594429	05 - BRAKES	US Test Dealer	***testuser*** 01 - Deal...	Open	Technician	5/14/2019 9:12 AM

- Within 15 business days of a case being closed, a Technician can reopen a case by clicking **Reopen Case** button from case details page.
 - However, cases older than 15 days cannot be reopened; they can only be reviewed.

